



LAM-PTKes

# NEWSLETTER

Indonesian Accreditation Agency for Higher Education in Health (IAAHEH)

## Foreword

Indonesian Accreditation Agency for Higher Education in Health (IAAHEH) was formed in 2014 by an initiative of the health professional community comprises 7 areas of health sciences namely Medicine, Dentistry, Nursing, Midwifery, Pharmacy, Public Health, and Nutrition focusing on the quality of higher educational institution in health. The primary task of IAAHEH is to perform accreditation of Study Programmes in Health. Strong interprofessional collaboration is a high-value asset for IAAHEH and study programmes in health within Indonesia in accreditation process. Currently, IAAHEH has accredited about 4000 study programmes consisting of all health sciences and veterinary science. After 5 years of operation, we have gained remarkable experience along with future challenges that need to be anticipated.

This third-edition NEWSLETTER provides information to the stakeholders on IAAHEH for the products generated, individuals involved and other information which may be helpful for the communities to understand the aspect related to Study Programme Accreditation. This Third Edition focuses on presenting information on all activities during the pandemic which was organised virtually including the measures taken, performance report, research, and participation of IAAHEH in various highlight events.



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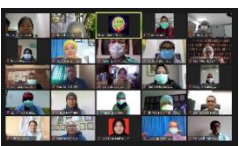
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## Activities of IAAHEH

### Development of Accreditation Instrument

The Accreditation Instrument applied by IAAHEH is unique for each scientific area. IAAHEH has developed 137 instruments until 2020 according to the Scientific Area and Study Programme starting from Associate Degree, Bachelor Degree, Profession, Specialist, Master to Doctoral Degree. The Instrument Team of IAAHEH has synchronized the Accreditation Instruments from 7 standards to 9-criteria placing more emphasis on outcome in stages.

Development of Accreditation Instrument of IAAHEH 2019-2020

No	Scientific Area	Number of Instruments*	Developed**						Total	Not Developed
			Dip	S	Pro	Sp	M	D		
1	Medicine	61			1	35	12	2	50	11
2	Dentistry	14			1	8	3	1	13	1
3	Nursing	11	1		1	5	1	1	9	2
4	Midwifery	6	1	1	1		1		4	2
5	Pharmacy	21	5	3	3		4	1	16	5
6	Public Health	21	6	2			6	2	16	5
7	Nutrition	8	1	1	1		1	1	5	3
8	Allied Health	28	16		1		1		18	10
9	Veterinary	12	1		1		2	2	6	6
	<b>Total</b>	<b>182</b>	<b>31</b>	<b>7</b>	<b>10</b>	<b>48</b>	<b>31</b>	<b>10</b>	<b>137</b>	<b>45</b>

Note:

\* : Per Nomenclature of KEPDIRJEN No 46/B/HK/2019

\*\* : Number of instruments in Development including Bundling Instruments

45 instruments were not developed due to non-registration for accreditation by the Study Programme in question with IAAHEH or the absence of Study Programme in Indonesia.

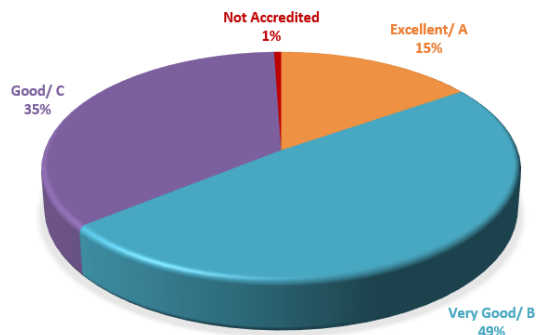
### Assessor Team

The quality of Assessor Team (assessor, validator, and accreditation council) becomes the main attention of IAAHEH as it has an important role in the accreditation of health study programmes in Indonesia. One of the activities to improve the quality of



Assessor Team is Refreshment. 570 members of the Assessor Team have joined the Refreshment starting from June until December 2021. Refreshment will be organised through 3 stages e.g. Online and apprentice. Online stage was conducted for 10 weeks and later participants passing the stage will join the Online stage organised every 2 weeks for 3 days. The participants passing the online stage are assigned for apprentice. Assessor Team also joins re-training on Accreditation Instrument in 9-criteria, the most recent policy related to accreditation includes ethics, and *expert judgment* as assessor team. The number of IAAHEH Assessors until end of 2021 was 836 persons.

## Accreditation Process and Results



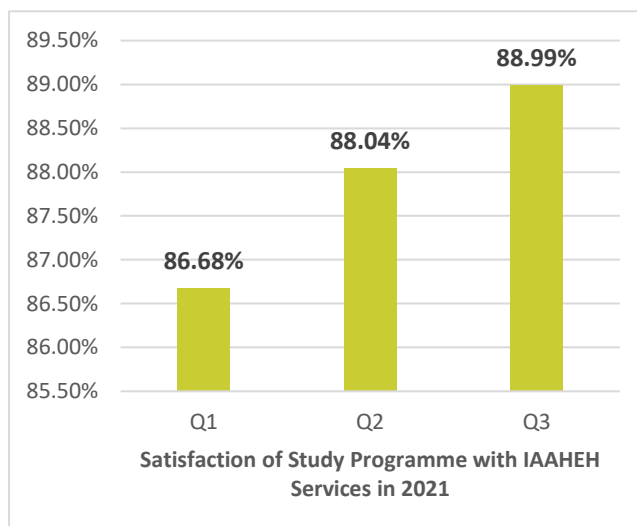
Accreditation Rating January-December 2021

Accreditation Process by IAAHEH can be viewed at [lamptkes.org](http://lamptkes.org). On December 14, 2021, it is found that there were 30 Study Programmes in the Desk Evaluation (DE) stage, 42 study programs in validation, 18 study programs in Field Assessment (FA), 7 study programs in Field Assessment (FA) validation, and 21 study programs in the Board stage. The number of study programs completing the Accreditation Process from January until 14 December 2021 was 551 study programs, and for bundling study programmes e.g. Medicine, Dentistry, Nursing, Midwifery and Pharmacy were 2 Study Programmes (2 certifications). Almost half of the study programs ranked Very Good/ B (49%), while the number of study programmes ranked Excellent /A was only (15%).

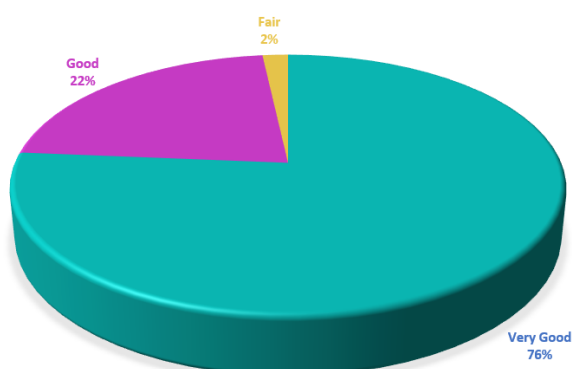
## Assessment of IAAHEH

### Customer Satisfaction

IAAHEH continuously improves its services to the Study Programmes as its partner and main customer. The satisfaction of Study Programme with the IAAHEH Accreditation Services in Quarterly III 2021 falls under the category of **Very Good** with individual average percentage of 88,99%. The result of satisfaction survey on the study programme increased from the previous quarter (88,04%). In addition, indicators related to Accreditation cost increased from 77,73% (Good) to 81,07% (Very Good) and the length of time for issuance needs to be improved.



### Assessment on Assessor



SATISFACTION OF STUDY PROGRAM WITH ASSESSOR PERFORMANCE FOR PERIOD OF JULY-SEPTEMBER 2021

The satisfaction of the Study Programmes with the performance of assessor has been paid with full attention by IAAHEH through the surveys conducted. The result of a survey on satisfaction of Study Programme with the performance of IAAHEH Assessor in the period from July - September 2021 was Very Good category of 76,32% and Good category of 21,93%. This result showed that the performance of assessor has met the quality standard of IAAHEH.

## Budget Work Plan Year 2022



By the end of 2021, *Research and Development Unit* and Budget Team have designed a Budget Work Plan for the year 2022 which will be taken as a reference to the performance of IAAHEH management. Budget Work Plan (RKAT) 2022 was designed by taking into consideration the Covid-19 pandemic situation. Some priority activities e.g. accreditation internationalization plan, IAAHEH building construction, formation of a business unit, quality improvement of C-Accredited/Good study programs and anticipation of Accreditation fee by the Minister of Education, Culture, Research, and Technology. RKT 2022 has been approved by the Meeting of Members in December 2021.

## IAAHEH Quarter III Work Meeting

Quarterly Work Meeting III (Raker TW III) of IAAHEH held on October 28, 2021, was followed by representatives from Board of Founders, Board of Trustee, Accreditation Council, Board of Directors, Director of R&D, Head Division, Expert Staff, Manager, and Staff of IAAHEH. Quarter III Work Meeting focused on evaluating the performance of IAAHEH in its efforts to improve guidance for good-ranked Health Study Programme. The conclusions drawn from Quarter III Work Meeting showed that most activities organised by IAAHEH have achieved the target performance.



## International Recognition Process from AQAN

In early July 2021, representatives from IAAHEH consisting of Director of R&D and Secretariat Staff joined the training organised by AQAN (Asean Quality Assurance Network) to prepare the recognition by AQAF (Asean Quality Assurance Framework) in the mid of 2022. One of the processes required was to prepare Self Assessment Report (SAR) which reflects all Accreditation activities organised by IAAHEH. SAR IAAHEH was prepared by a Special Team coordinated by R&D Unit from August - December 2021 and submitted to AQAN on 16 December 2021. The following process was to prepare the recognition for June-July 2022 which is *hybrid* aligned with the Covid-19 pandemic situation in Indonesia.

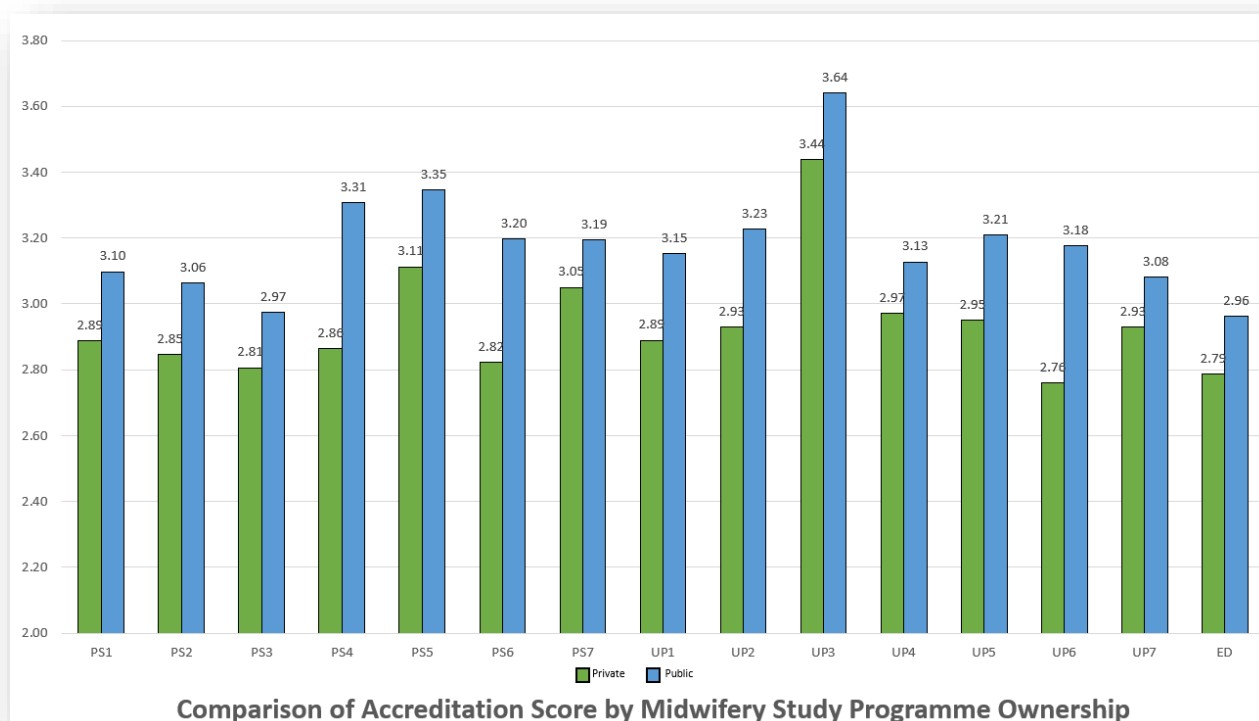




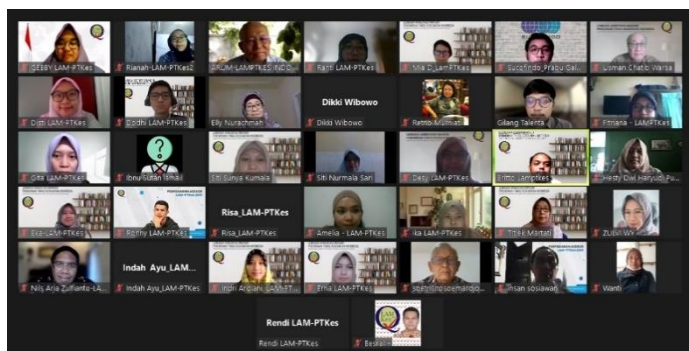
## Statistic Description of Midwifery Programme Accreditation

IAAHEH applied 7-standard Accreditation Instruments since its operation in 2015 and starting from 2020, applied 9-criteria instruments in some stages. The 7-standard Accreditation Instrument comprise vision, mission goal, target and achievement strategy (Standard 1); governance, leadership, Quality Management and Assurance system (Standard 2); student and graduates (Standard 3); human resource (Standard 4); curriculum, learning, and academic atmosphere (Standard 5); financing, facility, infrastructure and information system (Standard 6); research, service/dedication to the community and collaboration (Standard 7). Study Programme (PS) and Manager Unit (UP) needs to fill complete the forms on 7 Standard and Self-Evaluation (ED). The Form and Self-Evaluation are scored by Assessor Team and stored in the Accreditation *Database* IAAHEH (SIMAK).

The Accreditation Score for each science in the *database* is analysed to identify the weaknesses to be improved. One of the analysed areas of science was Midwifery. The result of analysis showed that the average accreditation score of study programmes in Midwifery from private higher schools was lower 37,1 points compared with study programmes in Midwifery from state higher schools. All components of Accreditation for a study programme in Midwifery in private higher schools are lower than the state study programme in Midwifery, this needs improvement, especially for the students and graduates of study programme (PS3) including the human resources for Study Programme Managing Unit (UP4).



## ISO 9001:2015 Surveillance



findings were followed up and SNI ISO 9001:2015 Certification of IAAHEH **can be retained**.

Since 2019, IAAHEH has implemented SNI ISO 9001:2015 Quality Management System and was certified for SNI ISO 9001:2015 issued by Sucofindo on 18 October 2019 valid for 3 years. Each year, IAAHEH is monitored through SNI ISO 9001:2015 Surveillance Audit. On October 25, 2021, the 2<sup>nd</sup> Surveillance Audit on IAAHEH was conducted online. Surveillance Audit was conducted optimally without non-conformity findings and there were 6 observation findings. Observation

## Accreditation Process During Covid-19 Pandemic Situation

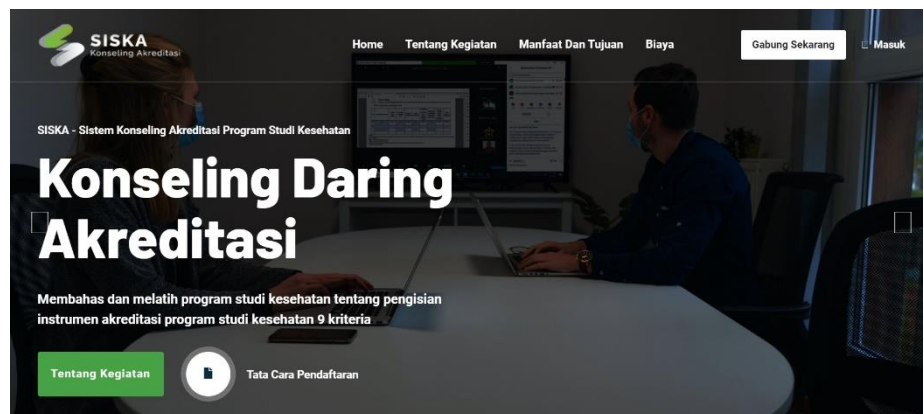
### Online Accreditation Clinic for Study Programme

Accreditation Clinic is a Training for Study Programme organised to give a better understanding of Accreditation System during the Pandemic situation and the new 9-criteria instrument newly effective starting from January 2020. Accreditation Clinic was organised in March and April 2021 followed by 2.427 persons, representatives from Study Programmes. Later on 13-16 December 2021, Accreditation Clinic was organised with total participants of 1156 persons divided into 2 batches.



### Online Accreditation System Counselling (SISKA)

Accreditation System Counselling or abbreviated with SISKA was launched by IAAHEH on 19 May 2021. SISKA was intended for the Study Programmes to be Accredited completing the 9-criteria Accreditation Instrument (Study Programme Performance Document and Self-Evaluation Report) which needs clarification on instrument and is optional. Study



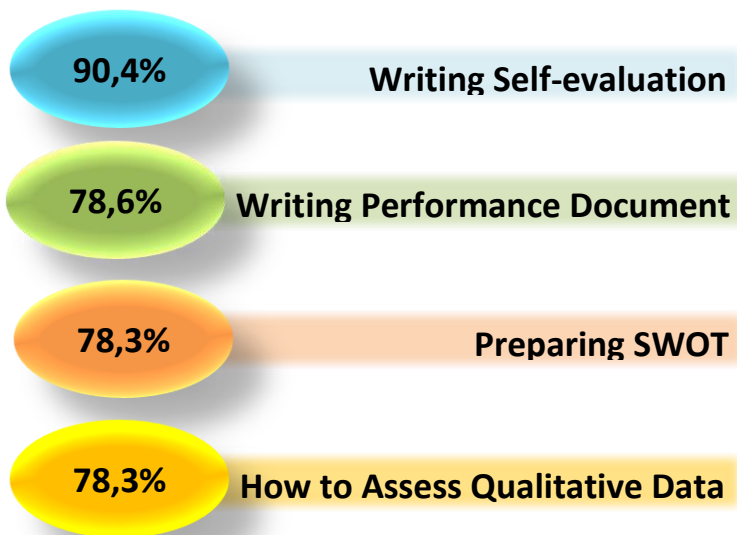
Programme will have a solution when writing the performance of Study Programme in SPPD and SAR from a professional tutor in their areas within 3 series of online meetings. Until December 2021, there were 23 Study Programmes participating in SISKA. Further information on SISKA is accessible via <https://Counselingaccreditation.lamptkes.org>.

### Offline Field Assessment Plan in 2022

During Covid-19 pandemic since early 2020 until the end of 2021, Field Assessment was conducted in two schemes. The first scheme was Online Field Assessment applied to *non-bundling* study programmes such as Nursing, Obstetrics, Community Health, Nutrition, Other Health, and Veterinary Science. The Second Scheme was a *hybrid* assessment, combined method of Online and visitation for *bundling* study programmes such as Medical Science, Dentistry and Pharmacy (Bachelor Degree and Pharmacist). Online Field Assessment was still conducted until the end of 2021 and was effective. Visitation was conducted especially for *bundling* study programmes by following the strict health protocol and agreement among the Study Programmes to be accredited with the assessors in charge. Offline Visitation or Field Assessment until December 2021 has been followed by 87 study programs, this activity will be fully organised in 2022 as soon as Covid-19 pandemic conditions allow.

## The Need for Study Programme Training

Change of instrument and Accreditation Assessment System from 7 standards to 9-criteria requires the Study Programme to find out more about this. Training is required to provide a better understanding of the 9-criteria instruments which will optimize the Accreditation. IAAHEH in June-July 2021 conducted a survey to identify the Training needed for Study Programme. The result of survey showed that the majority of Study Programmes being the respondents require Training on how to write Self-Evaluation, followed by how to write performance document, preparing SWOT, and how to assess qualitative data.



## Social Responsibility

### Accredited C/Good Study Programme Quality Improvement Plan

Study Programme ranked C/Good accredited by IAAHEH until November 2021 increased if compared with the previous years. In 2015, there was 34,9% Accredited C/Good rank study programs, then declined to 20,5%, and in November 2021 raised to 35,6%. The improvement of a proportion of C-Accredited/Good Rank study programme is alarming, in other words, the quality of Health Study Programme is not consistent with the target strategic plan of IAAHEH expecting that in 2024, about 10-15% Health Study Programme will have C Accreditation/Good rank. As one of the concerns of IAAHEH on the quality of higher education in health in Indonesia, the quality improvement plan of the Accredited C/Good Rank study programme in collaboration with OP and AIP will be realized starting from 2022.

## Participation in International Forum

### IAAHEH International Seminar Plan

The primary function of IAAHEH is to perform Accreditation of Study Programme in various education levels in health by reference to National Standard of Higher Education, BAN-PT rules, and Standard Global Accreditation aligned with the vision of IAAHEH. IAAHEH, in supporting its primary function, consistently shares knowledge of education quality and dissemination of various development of Accreditation System for assessors and other stakeholders. These measures were paid with more attention mainly during the pandemic situation and in the 4.0 Industrial Revolution which demands a change of community mindset from conventional to advanced communication technology.

In this matter, IAAHEH is planning to organize *BI-ANNUAL SCIENTIFIC MEETING OF IAAHEH* or Third Biannual Meeting of IAAHEH in the form of an International Seminar themed *Quality of Higher Education in Health: "Challenges of Best Practices in External QA during disrupting era of Pandemic and Industrial Revolution 4.0"*. This activity will be organised for two days (22-23 February 2022).



PRESENTED BY:



### THE THIRD BI-ANNUAL SCIENTIFIC MEETING OF IAAHEH 2022

**"Challenges of Best Practices in External Quality Assurance during Disrupting Era of Pandemic and Industrial Revolution 4.0"**

**INVITED SPEAKERS:**



**AREA OF INTEREST**

Class 1: Current trends in Implementation of Internal Quality Assurance during the pandemic  
 Class 2: Best Practices of Education in Health Studies in achieving competencies of practicum and clinical practices during the pandemic  
 Class 3: Trends and Issues in hospital care services during the pandemic

**REGISTRATION FEE**

Indonesian Participants  
Rp 200.000/User

Foreign Participants  
US \$20/User

Special Rate Only  
Rp 100.000/User (for Student)  
US \$10.00/User (for Student)

**EARLY BIRD**

22 November - 15 December 2021

Indonesian Participant Regular : Rp. 150.000/User  
Foreign Participant Regular : US \$15/User

**VIRTUAL EVENT**

LIVE ON  ZOOM

22-23 February 2022  
Jakarta, Indonesia (GMT +7)



**WHAT YOU GET?**

Presentation Materials  
e-Certificate  
Article Publication (for selected paper)  
Reward for the Best Article

**IMPORTANT DATE**

22 November 2021 - 8 February 2022 Deadline of Payment (Participants)	7 January 2022 Abstract Acceptance (Final) & Submit Manuscript	31 January 2022 Deadline Reviewer Finish to Review
22 November - 31 December 2021 Abstract Submission and Revision	15 January 2022 Deadline of Manuscript Submission	22-23 February 2022 Conference Date
31 December 2021 Deadline for Abstract Submission	16 January 2022 Manuscript send to Reviewer	

**SUPPORTED BY:**



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## Development at IAAHEH

### Training Interview Technique

Annual internal audit is conducted by a qualified and trained internal auditor of IAAHEH. One of the competencies required in the internal audit is interview technique to receive information on quality of auditee and reflect the actual condition of IAAHEH. On September 4, 2021, virtual training on interview technique themed implementation of strategy and correct interview technique. The training was followed by 37 persons consisting of Administrators, Chairman of SPMI, Division Head, Manager, and Staff of IAAHEH. The participants, other than the theory of interview technique, are also allowed to practice through role play. The participants of the training will have the capability to perform interviews, evaluate the information and prepare the recommendation which will improve the quality of internal audit.



### ISO 17021-1:2015 Standard Training

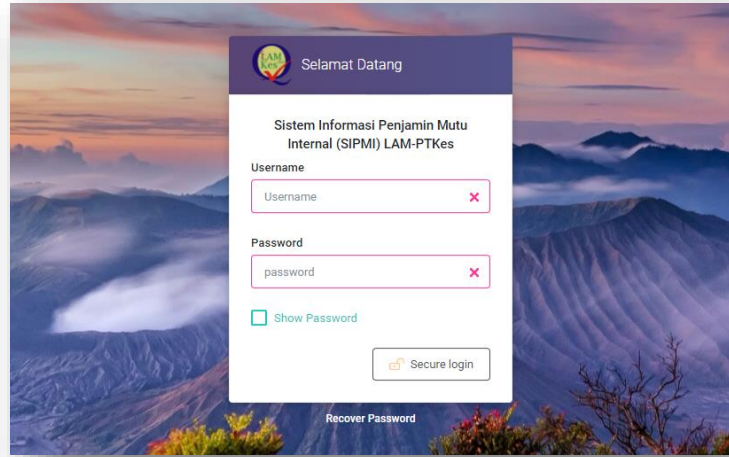
Internal Quality Assurance conducted to date by the study programme generally follows the Higher Education Standard - including confirmation, implementation, evaluation, control, and improvement (PPEPP) - or ISO 9001:2015 - cycle *plan, do, check, and action* (PDCA) -. These two standards are identical, however, the advantage of ISO 9001:2015 Standard is the International recognition.



IAAHEH is planning to establish a Certification Board (LS) to certify (ISO 17024), as a form of support for Internal Quality Assurance System (SPMI) in the Study Programme. As a preparation, on September 2, 2021 Training on SNI ISO/IEC 17021-1:2015 was organised to find out the necessary steps to establish the Certification Board.

### Development of Internal Quality Assurance Information System (SIPMI)

To promote SPMI, IAAHEH has developed an information system with the function to support Quality Management System of IAAHEH named *Sistem Informasi Penjaminan Mutu Internal* (SIPMI) [Internal Quality Assurance Information System]. The design and development of this system is conducted by SPMI and TI Unit of IAAHEH since February 2021.

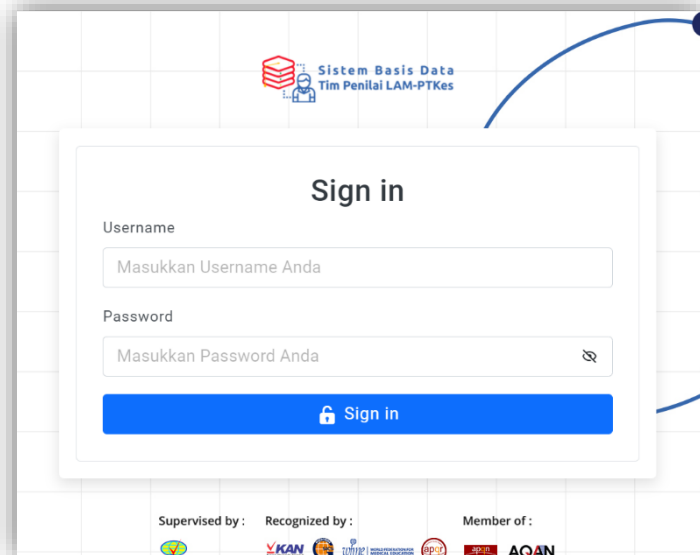


SIPMI View

SIPMI reflects the commitment of IAAHEH to assure internal quality. This system will enable all levels at IAAHEH in accessing Standard Quality Management (SMM) documents and document control by SPMI Unit.

## Assessor Team Database Information System (SIBATIP)

SIBATIP is developed to collect data related to assessors at IAAHEH. Assessors may fill the data in SIBATIP at <https://sibatip.lamptkes.org/> and log in using the *username* and *password* of SIMAk account. The entries filled by assessor include personal details, history of title, history of Training, and history of assignment. This system is expected to support IAAHEH to collect timely, correct and *up-to-date* data.



SIBATIP View



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